

RML QUARTERLY REPORT

Region:	NN/LM Pacific Southwest Region
Period Covered:	August 1, 2014—October 31, 2014
Contractor Name:	UCLA Louise M. Darling Biomedical Library
Contract Number:	HHS-N-276-2011-00009-C
Date Submitted:	November 19, 2014

EXECUTIVE SUMMARY

National exhibits conducted by the RML during the quarter included the American Association of Retired Persons (AARP) *Ideas@50+* September 4-6 in San Diego, staffed by NN/LM PSR Consumer Health & Technology Coordinator Kelli Ham and NN/LM PSR Community Outreach Coordinator Lori Tagawa; and the American College of Surgeons (ACS) 2014 Clinical Congress October 27-29 in San Francisco, staffed by NN/LM PSR Educational Services Coordinator Kay Deeney and Lori Tagawa. Also on October 29 Kay Deeney conducted a site visit at the Heald College Library, San Francisco campus. Regional exhibits conducted by RML subcontractor Arizona Health Sciences Library included the Joint 41st Annual Arizona Rural Health Conference and 9th Annual Performance Improvement Summit for Critical Access Hospitals on August 7-8 in Litchfield Park, AZ, and the El Rio Neighborhood Center Health and Safety Fair on September 20 in Tucson. RML subcontractor Pacific College of Oriental Medicine exhibited at the National Association of Community Health Centers (NACHC) 2014 Community Health Institute (CHI) & EXPO on August 25-26 in San Diego, CA.

Three program proposals were submitted for the 2014 Arizona Library Association/Mountain Plains Library Association Joint Conference in November. Kelli Ham's submission for the three-hour workshop *Health and Wellness @ the Library: The Essentials of Providing Consumer Health Services* was accepted as a pre-conference session. The other two submissions, for the three-hour workshop *Food for Thought: Exploring Nutrition Information Resources*, and the paper presentation *Riders of the Purple Sage: NLM Resources for Community College Libraries*, were not accepted. In addition, Kelli Ham submitted the session proposal *What's Lurking in Your ToxTown: Making Environmental Health Science Relevant*, for the December 2014 National Science Teachers Association (NSTA) Area Meeting, in collaboration with the California Sciences Teachers Association. Due to competition from a large number of program requests, it was not accepted. Two workshop proposals were also submitted for the American Academy of Physician Assistants conference in May, 2015. They are still pending.

NN/LM PSR staff members Judy Consales, Alan Carr, Kay Deeney, Kelli Ham, and Lori Tagawa attended the meeting of five Medical Library Association (MLA) chapters, *QuintEssential: Convergence and Collaboration*, October 13-16 in Denver, CO.¹ The meeting involved four NN/LM Regions; Midcontinental, Pacific Northwest, Pacific Southwest, and South Central. PSR staff assisted with staffing of the joint exhibit booth and facilitation of the RML Update session. In addition, two Network members received NN/LM PSR professional development funding to attend activities at the meeting. Sondhaya (Sunny) Sritongsook from Scripps Mercy Hospital in San Diego attended the MLA CE course *Innovation and Lean Process Improvement Demystified*. After the meeting, Sunny submitted a

¹ <http://blog.hsl.washington.edu/quint/>

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Latitudes article with course highlights.² Ellen Aaronson, from West Hills Hospital and Medical Center, received support for her role as a member of the meeting's Steering Committee and co-chair of the Evaluation Committee. She was also part of a team who presented the meeting paper *Effects of Librarian-Provided Services in Health Care: A Systematic Review*, which was published in the *Journal of the American Medical Informatics Association*.³

Two *Midday at the Oasis* webinar sessions were conducted during the quarter. On August 20, guest speakers Deborah Farber, Librarian at Casa Loma College in Los Angeles; and Marina T. Aiello, Manager of Kaiser Permanente Library Services in the Napa-Solana County area of northern California; along with NN/LM PSR staff member Kelli Ham, presented *Healthy Apps and Wearables for Librarians*, with 49 attendees. On September 17, guest speakers Yi-Bu Chen, Bioinformatics Service, Norris Medical Library, University of Southern California; Megan Laurance, Research Informationist, University of California San Francisco Library & Center for Knowledge Management; and Lucila Ohno-Machado, Professor of Medicine and Founding Chief of the Division of Biomedical Informatics at the University of California, San Diego; presented *Bioinformatics and Libraries*, with 45 attendees.

One *NLM Express* webinar was conducted during the quarter. On September 9, Kelli Ham presented *MedlinePlus: Power Searching for Hidden Treasures*, with 45 attendees. Kelli presented the same session for InfoPeople on August 21, with 86 attendees. On October 20, Kelli began instruction of the four-week Moodle class *Health & Wellness @ the Library: The Essentials of Providing Consumer Health Services*. Of an initial 45 registrants, 44 entered Moodle and began working on class materials. On August 24 Kelli Ham provided two two-hour training sessions for *MedlinePlus and the Consumer Health Toolkit* for adult services librarians of the Orange County (CA) Public Libraries. A total of 38 attendees attended the sessions.

On August 11, Kelli Ham received notice from the Medical Library Association that her four-hour class *REMM: Radiation and Emergency Medical Management: Guidance on Diagnosis and Treatment for Health Providers* was approved for continuing education credit. A request is pending to include the workshop in the list of approved classes for MLA's Disaster Information Specialization Program.⁴

During the quarter, Marco Tamase processed 102 inactive requests and approved 24 routing table changes in DOCLINE. He provided consultation for 21 network libraries during the quarter. Marco also processed the membership application of a new affiliate member: West Coast University, Los Angeles South.

Community College Initiative: Lori Tagawa attended the ForwardFocus 2014 virtual conference on October 31. ForwardFocus is organized by the Illinois Central College, and is meant to inspire library innovations in community college libraries by showcasing current projects, pilot projects, or out-of-the box ideas that have yet to take off.

² <http://nnlm.gov/psr/newsletter/2014/10/29/quintmeeting/>

³ <http://www.ncbi.nlm.nih.gov/pubmed/24872341>

⁴ <https://www.mlanet.org/education/dis/>

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NETWORK INFRASTRUCTURE

REGIONAL ADVISORY COMMITTEE (RAC) ACTIVITIES:

There was no activity during the quarter.

EVIDENCE BASED HEALTH:

There was no activity during the quarter.

ASSESSMENT AND EVALUATION ACTIVITIES/DATA:

During the quarter, two Network member assessments were conducted using SurveyMonkey; one related to educational needs and the other related to major RML program areas. The learning needs assessment focused on topics of interest for workshops and symposia sponsored by the RML. Questions were also asked about the desire and ability of Network members to participate in distance education opportunities. Over 180 responses were received, with results showing that many respondents were interested in honing their skills with Advanced PubMed, NLM Mobile Apps & Sites, and Advanced MedlinePlus. Interest was also expressed for training in drug information from NLM and ClinicalTrials.gov. Responses to a subject-specific training question showed that top areas of interest were evidence-based medicine; nursing or public health; systematic reviews; and health statistics. Other popular topics included copyright, teaching and technology, and nursing resources. There were over 33 suggestions for additional class offerings, including topics such as MOOCs, complementary medicine, and solo librarian issues. A complete analysis of the survey results was published in *Latitudes* on September 17.⁵

During the quarter, data collection was also completed for a Network planning assessment related to major RML programs, with about 100 responses received. A secondary goal of the questionnaire was to ascertain usage patterns and trends of NN/LM PSR communication channels, including the PSR-News announcement list, *Midday at the Oasis* and *NLM Express* webinars, *Latitudes* and *NewsBits* blogs, and NN/LM PSR Facebook page and Twitter feed. Other questions were related to changing roles and responsibilities for health science librarians; utilization of NN/LM PSR outreach funding opportunities; EHR/EMR links to patient health information; and the implications of the discontinuation of MD Consult. Results showed that over 94% of respondents agreed that the RML is effective in promoting access to or awareness of biomedical information resources, and promoting awareness of relevant regional activities. Additionally, 85-95% of respondents agreed that the amount of information provided by all PSR communication methods was “just right.” Highly rated suggestions for additional social media programs for the RML to adopt were LinkedIn and YouTube, but nearly one-quarter of respondents indicated firewall or other restrictions for social media sites and streaming videos, including YouTube. Exactly half of the respondents indicated that their job duties had expanded or changed during the past 12 months, with the most frequently mentioned scenario of assumption of additional duties due to staff downsizing. Nearly 45% of survey respondents indicated that their library/institution would be affected by the discontinuation of MD Consult at the end of 2014.

⁵ <http://nnlm.gov/psr/newsletter/2014/09/17/insights-of-the-2014-nnlm-psr-learning-needs-assessment-survey>

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Nearly half of these responses indicated that they had subscribed to ClinicalKey or were considering a subscription. A detailed analysis of the assessment results was published in *Latitudes* on October 10.⁶

During the quarter, Alan Carr and Lori Tagawa were interviewed by Cindy Olney for the NN/LM OERC Appreciative Inquiry Project. The interview questions included discussion of a “best” experience we had in working with the OERC and what we valued about it, a “best” experience we had with evaluation, and ways we could partner with OERC to promote its services and provide assistance to Network members.

Alan Carr and Kelli Ham attended the October 28 Evaluation Liaison teleconference, featuring Cindy Olney’s presentation of the newest OERC webinar, *Evaluation 2.0: Trends, New Ideas, Cool Tools*. Additionally, Kelli Ham attended the library community assessment workshop *Turning Outward: Community Assessment 101*, on October 24 at Thousand Oaks Public Library. The workshop focused on best practices for engaging the community as part of the assessment process. Participants were also introduced to the concept of researching health issues at the community level, referred to as community-based participatory research (CBPR).

OUTREACH

TABLE 1: ALL NEWLY FUNDED AWARDS AND PROJECTS:

Title	Lead Organization	City/State
N/A	N/A	N/A

UPDATE OF ONGOING MAJOR PROJECTS (FUNDED AT \geq \$15,000):

Arizona Outreach, University of Arizona, Arizona Health Sciences Library, Tucson, AZ

The University of Arizona Health Sciences Library (AHSL) provides extended health information outreach in Arizona in partnership with NN/LM PSR. This quarter (August-October 2014) focused on presentations at high schools. Altogether there were 12 activities this quarter, involving 350 interactions with clientele. This year AHSL had a presence at the Arizona Rural Health Association Conference which marked its 41st annual meeting. AHSL was invited to Sunnyside High School to present to all classes in the Biotechnology program. Outreach Services Librarian Yamila El-Khayat was present all day and had the opportunity to interact with five classrooms, totaling 99 students. Because this project working with high schools has been so effective, Yamila is currently working on new curricula to teach high school students about new information that can be used in working on their final projects.

AHSL also developed and carried out a campus-wide symposium on *Women’s Health Research: Sex and Gender Differences*, held in Tucson. The symposium was held on Friday, September 5, 2014, at the Memorial Student Union on Main Campus, from 8:00am-6:00pm. Approximately 100 people attended. AHSL’s goals were to raise the visibility of women’s health research and sex and gender differences at the university, by creating a forum where University of Arizona faculty presented and shared their research, providing an opportunity for researchers from both the health sciences campus and main campus to meet informally and engage students, trainees (postdocs,

⁶ <http://nnlm.gov/psr/newsletter/2014/10/10/highlights-of-the-nnlm-psr-2014-planning-questionnaire>

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fellows, residents), junior faculty, and other researchers, and supporting new researchers as they embark on a career in this discipline. The project was funded by a subcontract from the National Library of Medicine and the Office of Research on Women's Health (ORWH) of the National Institutes of Health (NIH).

TABLE 2: PRESENTATIONS AND TRAINING PROVIDED BY RML STAFF:

Activity Name	County / State	Estimated # of Participants	Activity Conducted Remotely (Y/N)
Midday at the Oasis: Bioinformatics and Libraries	Los Angeles/CA	45	Y
NLM Express: MedlinePlus Power Searching	Los Angeles/CA	45	Y
MedlinePlus: Power Searching for Hidden Treasures- Infopeople Webinar	Los Angeles/CA	86	Y
Midday at the Oasis: Healthy Apps and Wearables	Los Angeles/ CA	49	Y
Site Visit-Heald College	San Francisco/ CA	1	N
MedlinePlus and Consumer Health Toolkit	Tustin/CA	16	N
MedlinePlus and Consumer Health Toolkit	Tustin/CA	22	N
Health & Wellness @ the Library	Los Angeles/ CA	34	Y

INFORMATION TECHNOLOGY AND TRANSFER:

Work continues on Section 508 accessibility for content posted on the PSR website. Kelli Ham created more simplified instructions for creating 508-compliant presentations for guest speakers at our monthly *Midday at the Oasis* webinars. Additionally, work began on a series of short video tutorials which will be shared with all RMLs. We are investigating the possibility of YouTube as a platform for training purposes.

The NN/LM utilizes the Springshare LibGuides platform as an adjunct to nnlm.gov. The LibGuides platform is moving to a new version (LibGuides V2), and all of the guides currently used by NN/LM staff will need to migrate to the new system. Kelli Ham attended Springshare training to understand the scope of the situation and the necessary steps for the transition. It is similar in concept to the web site Drupal migration, although on a much smaller scale. Kelli contacted Collette Beaulieu in the NN/LM SE/A region for a planning meeting to prepare for the migration to V2. During the next quarter, Kelli will be working with Collette and assisting NN/LM staff with preparation and the tasks prior to the actual migration.

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During October, Kelli Ham provided feedback and worked with NN/LM WebSTOC staff to troubleshoot previously unknown security issues specific to the NN/LM Moodle module, to help improve the experience for other users. Additionally, she offered to present a future WebSTOC Tech Update on two topics: best practices for Section 508 compliance for presentations and the LibGuides V2 migration. The LibGuides presentation is tentatively scheduled for January and the accessibility presentation will be determined at a later date.

OTHER STAFF ACTIVITIES

TABLE 3. CLASSES, PUBLICATIONS AND RESOURCES DEVELOPED BY RML STAFF

Title	Medium	Submitted to MLA Educational Clearinghouse (Y/N)
REMM: Radiation and Emergency Medical Management: Guidance on Diagnosis and Treatment for Health Providers	PowerPoint presentation, Workshop	Y

BRIEF NARRATIVE OF OTHER NOTABLE STAFF ACTIVITIES ARRANGED CHRONOLOGICALLY, 1-2 SENTENCES PER ITEM:

8/1: Kelli Ham provided advice and resources during a consultation with Debbie Sommer of Samuel Merritt University Library in Oakland, who was submitting a proposal to do a presentation on MedlinePlus for a community lecture series. The proposal was accepted and the presentation was held on October 16.

8/14: Kelli Ham attended the Webjunction webinar titled *Top Ten Skills for Teaching Tech to Patrons*.

9/5-8: Kay Deeney attended the 7th Adult Congenital Heart Association National Conference and Board of Directors meeting in Chicago, IL.

9/22: Kelli Ham attended training from Springshare regarding the migration of the NN/LM LibGuides system to the new LibGuides V2 platform.

9/23: Lori Tagawa attended the Black Women for Wellness Annual Conference in Los Angeles.

9/24: Kelli Ham attended the WebJunction *Health Happens in Libraries: Looking Ahead to 2015 Open Enrollment* webinar in preparation for upcoming ACA activities in libraries.

10/7: Marco Tamase attended the Acquia demo of Drupal hosting services at UCLA. The session was aimed at designers and users using Drupal to deploy an online presence.

10/22: The RML sponsored the following nine sites for the broadcast of MLA's Fall 2014 Educational Webinar Series:

1. Arizona Health Sciences Library-Tucson, AZ
2. Arizona Health Sciences Library Phoenix Campus-Phoenix, AZ
3. John A. Burns School of Medicine Health Sciences Library-Honolulu, HI
4. Touro University Jay Sexter Library-Henderson, NV
5. Loma Linda University Del Webb Memorial Library-Loma Linda, CA

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6. St. Joseph's Hospital Burlew Medical Library-Orange, CA
7. UCLA Louise M. Darling Biomedical Library-Los Angeles, CA
8. University of California, San Francisco Library-San Francisco, CA
9. USC Norris Medical Library-Los Angeles, CA